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Blackboard Tips

Blackboard version 9.1, SP 11 supported browsers. (Please note Firefox 3.6 and earlier are not supported. Internet Explorer 6 and 7 are not supported, Safari 3.2 and earlier are not supported and Mac OS X 10.3 - OS X 10.5 "Tiger" are not supported.)

Supported Browsers

Microsoft Internet Explorer 9 for Windows Vista and Windows 7

Microsoft Internet Explorer 8 for Windows XP

Final Release Channel for Firefox (Check List Below)

Apple Safari 5.0 & 5.1 depending upon the OS

Apple Safari 4.0 depending upon the OS

Chrome (Stable Channel)

Blackboard Learn requires Sun Java 6, preferably 7.

For a more detailed summary of supported browsers & operating systems please click [here](#)_blank.

Do this – to disable your pop-up blocker. Blackboard uses pop-up windows for tools and components such as Threaded Discussions, Email, Assessments and other tools.

Disable Pop-up Blocker

Internet Explorer

1. Click Tools. Then click on Pop-up Blockers.
2. Click Pop-up Blocker Settings.
3. In the Address of Web Site to allow field, key in Blackboard's site address: <https://yccd.blackboard.com/>.
4. Click the Add button.
5. Click the OK button.

If you have additional pop-up blockers installed (such as Yahoo), you will need to turn them off as well.

Firefox

1. Click on the Tools Menu At the top of the Firefox window on the menu bar
2. Select Options

Select the Content panel.

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3. Either uncheck Block Pop-up windows or select Exceptions
4. Key in Blackboard's site address: <https://yccd.blackboard.com/>
5. Click the Allow button.
6. Click the Close button.
7. Click the OK button.

Do this – to clear the Browser's Cache if your Blackboard classroom has content display issues.

Internet Explorers 8 and 7

1. Once your browser is open, click the Tools menu and select Internet Options.
2. Make sure the General tab is selected.
3. Under "Browsing History" click "Delete".
4. In the new window, click Delete Files in the Temporary Internet Files section.

Firefox

1. Once your browser is open, click the Tools menu and select Clear Private Data.
2. Make sure that "Cache" is checked.
3. Click Clear Private Data Now.

Safari

1. Once your browser is open, click the Safari menu and select Empty Cache.
2. Confirm the action by clicking Empty in the pop-up window.

Do this – to enable cookies to log in to the Blackboard system.

Cookies must be enabled to use Blackboard. Blackboard uses "session" cookies in order to login to the system. However, these cookies are not permanent -- once you close your browser after finishing a session in Blackboard, the cookie will go away.

Internet Explorer

1. Click on Tools, then Internet Options.
2. Select the Privacy Tab.
3. Your security level should be "medium or less" to allow cookies. Click on slide bar and make necessary change, Click OK button.

Safari

1. Click on Safari, then Preferences.
2. Select Security.
3. Make sure that "Only from Sites that I visit is selected under Accept Cookies."

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Firefox

1. Click on Tools, then Options.
2. Select Privacy.
3. Make sure that the "Accept cookies from sites" is checked under the Cookies section.

Do this – if you cannot access certain areas of the Blackboard class such as Chat Rooms, Assessments, Threaded Discussion Forums, and other content areas. Many of these areas are java applets.

Java and JavaScript must be enabled. Download or check to see if you have the latest version of the Java runtime environment http://java.com/en/_blank.

Enable JAVA applet scripting:

Internet Explorer

1. Click on Tools. Then click on Internet Options.
2. Click on the Security tab. Click on Internet at top of box.
3. Click the Custom button. Scroll down the list to "Scripting of JAVA applets" and select "Enable." Click the OK button. Click OK again in the Internet Options box.

Do this – to add Blackboard as a trusted site in Internet Explorer and alleviate Internet Explorer's certificate prompt and log in issues.

You may wish to add Blackboard as a "Trusted Site".

Internet Explorer

1. Click on Tools. Then click on Internet Options.
2. Click on Security tab. Click on Trusted Sites in top of box.
3. Click the Sites button.
4. In the Address of Web site field key in Blackboard's site address: <https://yccd.blackboard.com/> Click the Add button.
5. Click the OK button. Click the OK button again in the Internet Options box.